

TeamWorks Agency Forum

October, 2013

Welcome

Facilitator:
David Fields

Presentation Tips

- Please type any questions you may have in the Webinar question section
- Questions will be answered and communicated via email to everyone that signed up for the Webinar

Purpose

- Enhance communication
- Provide transparency
- Provide information on current and/or upcoming strategies
- Discuss enhancements
- Allow Agencies to provide feedback on what is important to them

Frequency

- Approximately every 4 months
- 2 identical meetings for convenience
- Will receive future communications for upcoming Agency Forum meetings
- Will send the communications about a month prior to the meetings
- Next meetings will be in February, 2014

Today's Topics

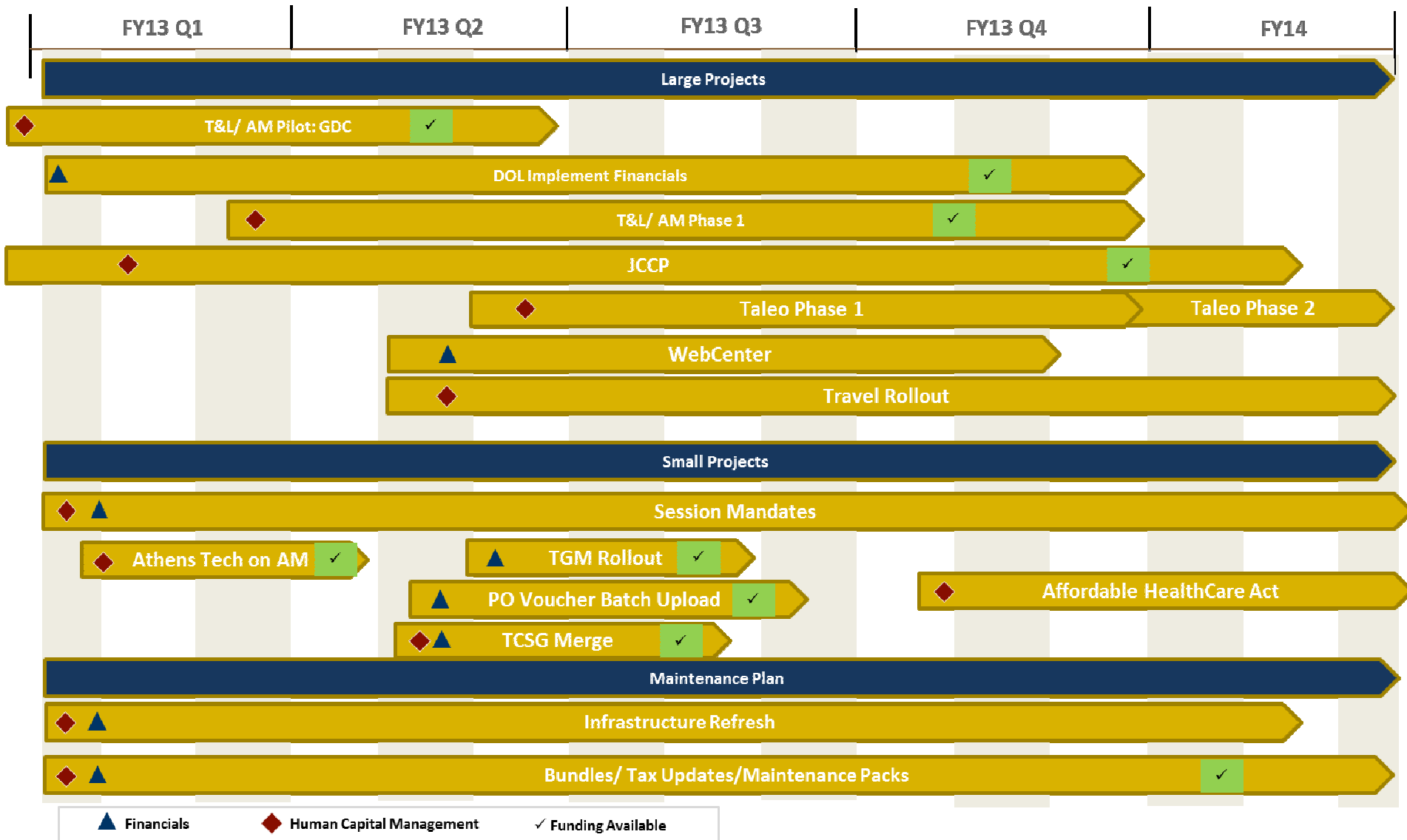
- FY14 Strategic Plan and Projects
- HCM Updates
- Financials Updates
- TeamWorks Online Training (TOT)
- Security Enhancements
- CSC/SLO/CS Survey
- Future Topics

FY14 Strategic Plan and Projects

Presented By:

Melody Richards

TeamWorks Program Director, Manager of the PMO



▲ Financials
 ◆ Human Capital Management
 ✓ Funding Available

Questions?

Please type them in the Webinar questions section

TeamWorks HCM

- Paycheck View for Payroll Users
- ABBR Update
- Military Leave
- Personal Leave
- Affordable Healthcare Act Reporting
- W-2 (Payroll and Tax Processing)
- New Additional Medicare Tax

Presented By:

Martha Varn

HCM Business Analyst Manager

Questions?

Please type them in the Webinar questions section

TeamWorks Financials

- TIGA – Payments and Obligations
- 1099 Quarterly Reminder
- ACH Voucher Adjustment

Presented By:

Mo Moghazy

Financials Business Analyst Manager

Questions?

Please type them in the Webinar questions section

TeamWorks Online Training Updates

TeamWorks Online Training (TOT) updates:

- HCM - updates were made at the beginning of 2013
- Financials – currently being updated
- Time & Labor – will be posted to the SAO website

Questions?

Please type them in the Webinar questions section

TeamWorks Security

Overview of New Features:

- “Reset / Forgot Your Password?” Message
- Automated Account Lock – Extended to 90 Days
- Agency Password Reset
- Contractor / Temp Access

Presented By:

Rod Wright

Information Security & Compliance Officer

“Reset / Forgot Your Password” Message



User ID:

Password:

[Reset / Forgot your password?](#)

2 Link

[Read differences of this sign on page to the previous sign on page used.](#)

[HCMQUERY Application](#) | [Contact Us](#) | [Getting Started - UPK](#)

You have entered an incorrect user id and/or password combination. To avoid locking your account please use the 'Forgot Password?' link.

1 Message

Important Notice

This is a State of Georgia application. It is provided to conduct official State business and must be used appropriately. All individuals using this application must follow the appropriate use policy and procedures defined by their individual Agencies or as defined by Georgia Technology Authority's appropriate use policy. All information in the system belongs to the State of Georgia and may be read or monitored by authorized persons.

By logging into this application, you agree to abide by all established Enterprise, State and Federal policies governing the appropriate use of State of Georgia resources.

AGENCY PASSWORD RESET

Windows Internet Explorer window showing the Oracle Password Reset Search page.

URL: https://route88.state.ga.us/psp/sao/EMPLOYEE/HRMS/c/DX_CUSTOM.DX_AGENCY_PWD_SRCH.GBL?PORTALPARAM_PTCNAV=DX_AGENCY_P

Page Title: Password Reset Search

Navigation Menu (Left):

- Self Service
- Manager Self Service
- Agency Security
- Agency Security Reset
 - Password Reset Search**
- Workforce Administration
- Benefits
- Compensation
- Stock
- Time and Labor
- Payroll for North America
- Global Payroll & Absence M
- Payroll Interface
- Workforce Development
- Organizational Development
- Enterprise Learning
- Workforce Monitoring
- Change Management
- Set Up HRMS
- Enterprise Components
- Worklist
- Application Diagnostics
- Tree Manager
- Reporting Tools
- PeopleTools
- Packaging
- Careers
- Change My Password
- My Personalizations
- My System Profile
- My Dictionary
- My Feeds

Page Header (Right):

- Home
- Worklist
- MultiChannel Console
- Add to Favorites
- Sign out

Search Push Button:

User ID:

Operator Descr:

Table:

View	User ID	Description	Permission List	Row Security Per
1 View				

Page Footer (Bottom):

Internet | Protected Mode: Off | 2:24 PM 9/3/2013

CONTRACTOR / TEMP ACCESS

Financials Production

Home | **Workset** | MultiChannel Console | Add to Favorites | Sign out

New Window | Help | Customize Page |

Menu

- My Favorites
 - Buyer Setup
 - Copy Permission Lists
 - Copy Roles
 - Copy User Profiles
 - Define User Preferences
 - Delete Roles
 - Delete User Profiles
 - Monitor Approvals
 - Permission Lists
 - Process Monitor
 - Query Access Manager
 - Query Manager
 - Requester Setup
 - Roles
 - Route Control Profiles
 - Security Request**
 - Security Setup
 - Structure and Content
 - User Profiles
 - Add to Favorites
 - Edit Favorites
- Optim PE Archiving
- SRM Custom
- Commitment Control
- News and Announcements
- Data Expansion Tools
- SAO Technical
- Employee Self-Service
- Requisition Fulfillment
- Manager Self-Service
- Supplier Contracts
- Agency Security
- Customers
- Partners
- Products
- Catalog Management
- Promotions

Security Request | Comments | Activity Security | Procurement Security | User Information | Security Approval | Status History

Business Unit: 40700 State Accounting Office Request ID: NEXT Request Seq Num: 1

Electronic signature of Security Officer and Supervisor acknowledges application, receipt for ID, password and an understanding that applicant is legally responsible for the protection of said ID/Password pursuant to Chapter 9 of Title 16 of the Official Code of Georgia Annotated, Georgia Computer System Protection Act, as well as all other applicable computer/information laws.

Security Request

*Requested Date: 09/06/2013 *Action: Add

*Status: Draft *Request Type: Employee

Reject Reason:

Source: Online Support Number:

Entered by: EEHERNANDEZ Eddie Hernandez Entered on: 09/03/2013

Submitted By:

Access Type

☐ Permanent ☒ **Temporary** Expiration Date

User Data

*User ID: Initial Password:

Empl ID:

*First Name: Middle Initial: *Last Name:

Job Title:

*Telephone: Fax Number:

Done

Internet | Protected Mode: Off 100%

TEAM:

- Rod Wright – Senior Agency Information Security Officer
- Eddie Hernandez – Information Security Officer
- Stephanie Griffin – Information Security Officer

CONTACT INFORMATION:

EMAIL: pssecadm@sao.ga.gov

PHONE: SAO Customer Service Center

404-657-3956 or 888-896-7771

Questions?

Please type them in the Webinar questions section

TeamWorks

Customer Service Center

Service Level Objective (SLO)

- Tier 1 & Tier 2 SLO response times

Improved SAO/DOAS CRM Ticket Flow

- Ticketing system redesigned
- TGM now adhering to same SLO

Customer Service Surveys

- “How’s My Service” survey link

Presented By:

David Fields

Customer Service Center Manager

Initial Response Times

Tier 1 (expect 1st response)

➤ 2 hours from initial contact

Tier 2 (expect 2nd response)*

➤ 8 hours from initial contact

* If ticket is escalated to Tier 2

Automated Email Notifications

1. When Service Request is opened
2. If /when SR is escalated to Tier 2
3. When Service Request is Closed

Email Notification # 2 (SR Escalated)

For an explanation of the severity level assigned to your issue see an extract from the TeamWorks System Customer Service Support Service Level Objective (SLO) by clicking on the following link:

http://sao.georgia.gov/sites/sao.georgia.gov/files/related_files/site_page/SLO%20Website%20Extract_2013.pdf

Note: SAO will provide a follow up response within 8 business hours from the initial contact time. If no response is received after 8 business hours from the time the request was submitted, an escalation form may be submitted to SAO via the following link:

<http://fs3.formsite.com/saoforms/form87/index.html?1296504144717>

SLO Ticket Escalations

- The chart below outlines the escalation guidelines used to manage and control ticket resolution.
- Escalations should not be considered until the stated SLO times have expired.

<http://sao.georgia.gov/teamworks-service-level-objective>

<u>TICKET ESCALATIONS</u>				
1	2	3	4	5
SAO Agency Partner (IT) ¹	SAO Customer Service Center Manager	SAO Director of TeamWorks Support & Development	SAO CIO and Director of Client Service	State Accounting Officer
See Link: http://fs3.formsite.com/saoforms/form87/index.html?1296504144717	David Fields 404-463-6909 dfields@sao.ga.gov	Valerie Mejia 404-651-9168 vmejia@sao.ga.gov	Jill Cleaveland 404-651-7458 jcleaveland@sao.ga.gov	Alan Skelton 404-656-2133 askelton@sao.ga.gov

Escalation Form



State Accounting Office

200 Piedmont Avenue, Suite 1604 West Tower, Atlanta, GA 30334 Phone (404) 656-2133, Fax (404) 463-5089

SAO Agency Partner Escalation Form

*** Please Select Your Agency**

*** First Name**

*** Last Name**

*** Your Email Address**


*** Your Telephone Number**

*** Name of Previous SAO Contact**

*** Original Call Time (Ex. 08:00AM)**

*** Original Call Date**



*** Ticket Number Being Escalated** 

*** Reason for Escalation**

How's My Service Survey

Email Notification # 3 (SR Closed)

Please help us in continuously providing you, "our customer" with excellent service! Click on the link below to rank the service you received for this request. Thank you for letting us know how we can better serve you.

<http://fs3.formsite.com/saoforms/form937145232/index.html>

Questions?

Please type them in the Webinar questions section

Future Topics

- **What would you for like us to cover?**
- **Any other suggestions or feedback?**
- **Send To: dfields@sao.ga.gov**

Direct All Support Requests & Inquires To:

Customer Service Center (CSC)

404.657.3956

888.896.7771

FSCM@sao.ga.gov

HCM@sao.ga.gov

SAO_PS_Access@sao.ga.gov